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LAB ASSISTANT HANDBOOK

Welcome

Welcome to Lab Services!

The Office of Technology Services is happy you have decided to join the Lab Services team!

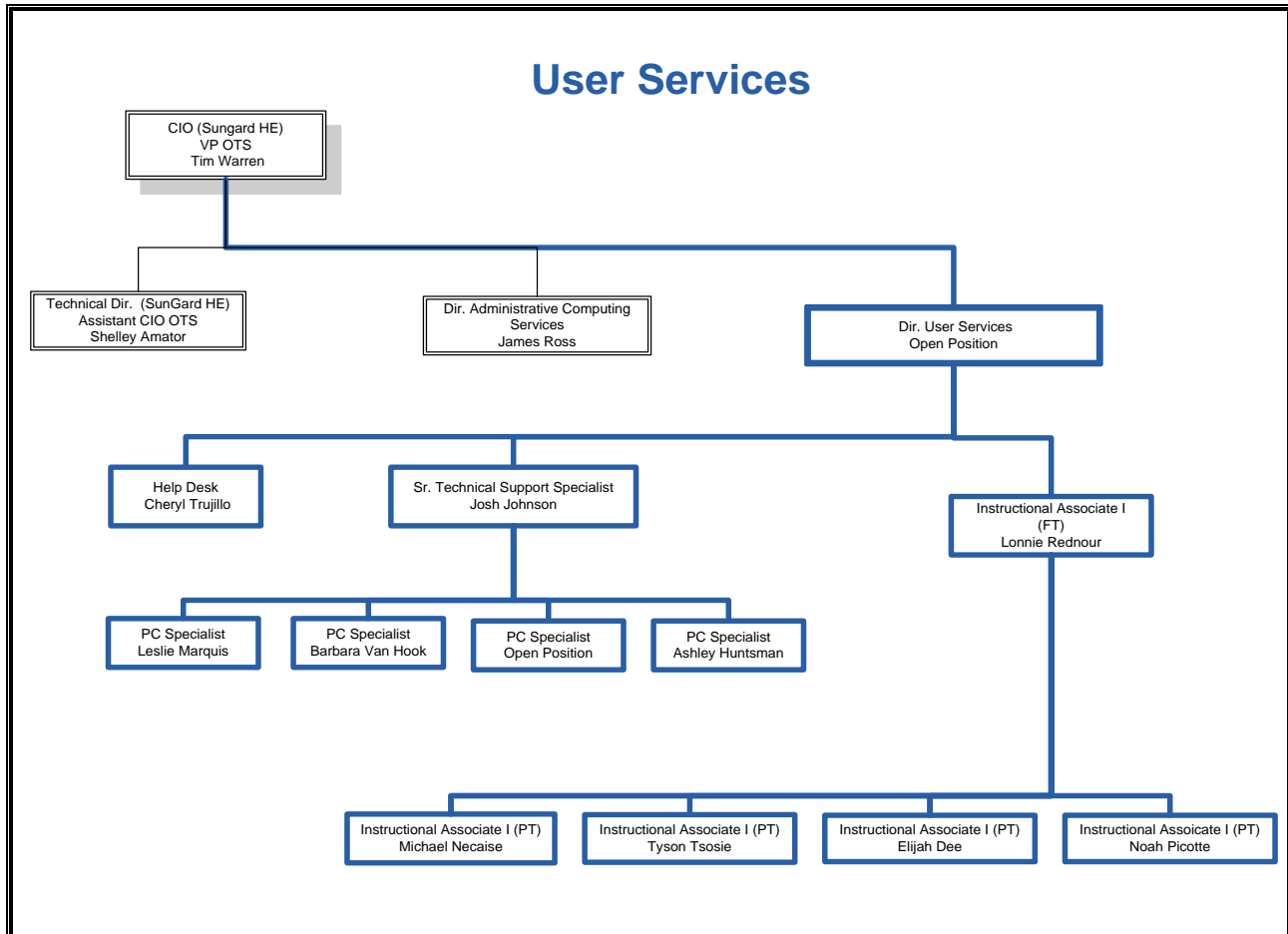
Mission Statement

The mission of the Office of Technology Services at San Juan College is to provide the leadership, guidance and technical skills required to establish and support an information technology architecture and accompanying services that support the vision, mission and goals of the College.

Introduction

The Lab Assistant Handbook is a guide to the best practices for the Labs and contains those policies and procedures that are specific to the work-study position of Lab Assistant for the Office of Technology Services.

Office of Technology Organizational Chart User Services



Group Responsibilities

Administrative Computing Services

Provides support for all College administrative applications, including modifications, maintenance and troubleshooting. Installs all new updates to the administrative software (Datatel, WebAdvisor, SJC Portal, etc.) and adds new elements for increased functionality.

Web Services is responsible for the construction and maintenance of the institution's Internet and Intranet web sites as well as the development of various web applications.

Media Services

Provides support for audio, video, satellite courses and teleconferences; produces videos for SJC promotional material and college courses. Coordinates teleconferencing for other colleges offering bachelor degrees at San Juan College, the purchase and installation of audio visual equipment and programming over TCI cable channel 27. These services support credit and non-credit courses, community service, in-service activities and business and industry functions.

Network Services

Provides support for all network infrastructure and OTS central servers. Installs, implements, maintains and supports network equipment, servers, phone systems and server based applications and provides technical support to optimize system performance. Provides data and voice infrastructure services including planning, installing and maintaining the College's cabling plant, and Voice over IP (VoIP).

User Services

Provides support for all college computers and peripherals. Provide consultation to SJC staff, faculty and students on computer related topics. The **Help Desk** is a single point of contact where all SJC requests for IT related technical assistance is managed. User Services resolve hardware and software problems on site, including student computer labs and all remote SJC campus facilities, and performs hardware and software installations to customer specifications. **Shift Leaders** provide first line assistance to all Campus Computer Labs.

User Services Staff

Dir. User Services

Responsible for the management of all computer support and services provided by User Services including User Services staff, reporting and campus computer needs.

Sr. Technical Support Specialist

Responsible for ensuring the end user's computer needs are met. Overseeing and assisting PC Specialists and Instructional Associates (shift leaders) install and upgrade hardware and software, resolve software and hardware issues, and document solutions.

PC Specialists

Provide hardware and software diagnostics, troubleshooting and installation for the San Juan College user community and assist with help desk coverage.

Help Desk

Provide first-line technical support and troubleshooting for the San Juan College user community and manages the Help Desk incident management database.

Instructional Associates

Provide an environment conducive to learning in all San Juan College computer labs. Responsibilities included first-line technical support and adequate lab staffing for SJC computer labs including hiring and training of the lab student workers.

Lab Assistants

Provide information and first-line assistance to all San Juan College lab users. Monitor all San Juan College computer lab equipment and report all problems and issues to Instructional Associates and/or Sr. Technical Support Specialist.

Lab Assistant General Information

Required Qualifications

1. Successful completion of coursework in order to maintain a minimum cumulative GPA of 2.5 (OTS requirement).
2. Successful completion of SJC student employment procedures including Financial Aid requirements.
3. Successful completion of the OTS interview and testing process.
4. Attend Lab Services Orientation (when offered) and any other OTS training requirements.
5. Knowledge of campus computer labs and the software applications they contain.
6. Customer service skills are required, basic computer skills and experience assisting students, instructors and community members in the lab desirable.
7. Dependability, reliability and ability to remain calm in stressful situations are a must.

Operating Hours

The operating hours for each lab may vary to meet the needs of the faculty and students. Individual lab hours are posted in each lab.

Standard Hours of Operation are:

Monday through Thursday 8am to 10pm
Friday 8am to 5pm
Saturday 9am to 5pm
Sunday 1pm to 5pm

Duties and Responsibilities

1. Arrive as scheduled in assigned computer lab(s) prepared to assist students, community members, instructors, and shift leaders.
2. Check SJC email twice daily for communications from supervisors; once when arriving on campus and once before leaving campus.
3. Learn basics of primary software used in the lab(s) you have been assigned to. (Training will be provided by Shift Leaders upon request).

Duties and Responsibilities (continued)

4. Provide assistance in labs to both instructors and students on the use of hardware and software.
5. Assist with Laptop Cart deliveries and maintenance when scheduled or requested.
6. Clerical duties as requested by supervisors, i.e. typing, filing, copying, errands, etc.
7. Maintain a clean and inviting lab environment conducive to learning for all SJC computer lab customers.
8. Monitor all hardware and software, insuring equipment is present and operational; report any issues to immediate supervisor and/or security.
9. Immediately inform supervisors of any concerns reported by students and instructors.
10. Attend all required lab assistant training sessions and meetings.
11. Other duties as assigned by supervisor.

Attitude

As an employee of San Juan College, you are expected to perform under certain standards and in an acceptable manner. Be attentive and responsive to customers' needs. Demonstrate a friendly and helpful attitude toward all lab users. Show a willingness to assist users, be flexible, patient, and courteous. You are expected to project a professional attitude at all times.

REMEMBER: The customer always comes first. The lab is not a place to visit with friends. Customers take priority over your homework, phone calls and internet surfing.

Dress Code

Employees of Lab Services are expected to present a clean and professional appearance while conducting business for San Juan College, in or outside of the work area. Clean and neat casual campus attire is acceptable. Dressing in a fashion that is clearly unprofessional, deemed unsafe, or that negatively affects San Juan College's reputation or image is not acceptable.

Name Tags

All lab assistants receive a SJC lab assistant nametag as part of their uniform, which you are required to wear while on duty. If you lose your nametag, please notify one of the shift leaders for a replacement.

Uniform

All lab assistants receive SJC lab assistant uniform apron, which you are required to wear while on duty. These aprons are the propriety of San Juan College. You are required to maintain your uniform apron in a clean and presentable condition. You are required by the College to

Uniform (continued)

return your uniform at the end of each semester and/or termination of employment. Should you fail to do so your student account maybe charged for the replacement of your apron.

Schedules

Lab assistants are required to submit a schedule request to the lab coordinator. These schedule requests are used to create a final semester schedule for labs and lab assistants. Once the schedules are finalized the lab coordinator will distribute these individual schedules. Lab Assistants may work no more than 20 hours per workweek. It is the lab assistant's responsibility to notify a shift leader if they will exceed the allotted number of hours.

Attendance and Punctuality

Lab assistants should be present at their designated schedule area 5 minutes prior to the start of the scheduled shift. Upon arrival, a call to the shift leader's A-phone (947-8403) is required. It is the lab assistants responsibility to inform the shift leader on duty of any breaks in lab coverage. If the lab assistant who comes in after you is running late and you are unable to stay, it is your responsibility to notify the shift leader on duty.

Absence and Lateness

Lab Services is aware that emergencies, illnesses, or pressing personal business may arise. Lab assistants should make every effort to schedule personal appointments around their work schedule. When this is not possible, it is the lab assistant's responsibility to find coverage for their shift(s).

In the event of an unplanned absence it is the responsibility of the lab assistants to contact the shift leader A phone (947-8403) as soon as possible. Please give the following information to the person who answers or leave a voice mail with this information: Full Name, Lab Name/Location schedule, time you were schedule and reason for absence.

REMEMBER:

As an employee of the college it is your responsibility to be on time for your scheduled shifts. Each tardy and absence will be recorded. Absences without a shift leader's approval will be considered a no-show.

Leave Requests

Lab assistants do not receive sick/annual leave. Therefore, it is the lab assistant's responsibility to find coverage for any shift(s) they are unable to work. The following procedure should be followed to obtain coverage.

E-mail all lab assistants la@sanjuancollege.edu and the Shift Leaders shiftleaders@sanjuancollege.edu , asking if there is a lab assistant who would like to pickup/trade hours.

Leave Requests (continued)

Example:

All,

I need coverage for the following labs and times:

CAD Lab – Mon. June 1, 1:00-5:00
1200 – Wed. June 3, 8:00-10:00
HUM – Wed. June 3, 3:00-5:00

Please let me know ASAP if you are interested in covering any of these shifts.

Thanks,

Once coverage is arranged, a follow up email should be sent to all parties, stating the details of the coverage. (See example below).

Example:

All,

The following hours have been covered:

CAD Lab – Mon. June 1, 1:00-5:00 – Jane Doe, 1:00-4:00
CAD Lab – Mon. June 1, 4:00-5:00 – Not Covered
1200 – Wed. June 3, 8:00-10:00 – John Smith
HUM – Wed. June 3, 3:00-5:00 – Not Covered

Please let me know ASAP if you are interested in covering any of these shifts.

Thanks,

Note: the uncovered shifts are in red

If coverage is not found, the lab assistant requesting time off must get permission from the shift leader who would be on duty during these absences. Leave without shift leader approval will be considered a no-show. In the example above, the Lab Assistant would need to contact the shift leader(s) on duty June 1 and June 3 during the times that have not been covered and obtain permission for the absence(s).

REMEMBER: NO LAB ASSISTANT MAY WORK MORE THAN 20 HOURS PER WEEK.

Emergencies

If an emergency arises during your shift, which requires you to leave your post, it is your responsibility to notify the shift leader and/or the helpdesk ASAP. Please give the following information to the person who answers or leave a voice mail with this information: full name, nature of emergency, lab name/location schedule.

Use of Equipment, Computer, Phone, and Mail

San Juan College computer labs are equipped with computers, printers, phones, etc. for educational purposes. This equipment should be used only for conducting College business in accordance with the College Acceptable Use Policy (<http://www.sanjuancollege.edu/pages/4737.asp>) and should not be removed without the proper approvals.

Telephone Etiquette

When answering the phone, be courteous and friendly, identify the lab and yourself.

For example:

"Good morning, Lab 1901, this is Jane, how may I help you?"

If asked to take a message for a co-worker (lab assistant, shift leader, instructor, etc.), it is your responsibility to take accurate messages and/or forward calls to the appropriate person/department.

When taking messages, please include the following:

- Name of the caller
- Party to be reached
- your name and lab
- date and time of call
- detailed message

Be sure the message gets to the appropriate person as soon as possible, or contact a shift leader to deliver the message.

If an instructor is teaching, have your phone transferred to the lab closest to you so as not to disturb the class (Of course, call that lab *before* you transfer the phone and be sure that you release the forward when the class is over!).

Meetings

On occasion, various meetings and trainings will be scheduled for lab assistants. It is the responsibility of all lab assistants to attend all **required** meetings/ trainings. Notifications will be sent out to all lab assistants well in advance. Lab assistants will be paid for attending **required** meetings/ trainings. Any lab assistants who are unable to attend any meeting/training must notify their supervisor **before** the date of the event.

Classes Scheduled in Labs

Classes often meet in our classroom labs. Lab assistants should take the initiative to introduce themselves to the instructors and find out their needs. The instructors will be in charge of the lab during their class time. Lab assistants should be available to assist the class/students per the instructor's request. Lab assistants should also make sure that the lab is appropriately prepared before classes begin (straighten keyboards, monitors, mice, fill printer paper tray, etc.)

Discipline

All OTS lab assistants are expected to comply with the rules stated in the Lab Assistant Handbook. Failure to do so will result in disciplinary actions being taken, including verbal and written warnings. Verbal warnings are used for minor and first-time infractions, and to correct minor faults in a lab assistant's performance. Written reprimands are documented warnings addressed to a lab assistant when a deficiency or infraction is of a greater degree. An accumulation of three or more written warnings can result in termination. An accumulation of three or more absences without any contact can result in termination.

Grievance

OTS recognizes the right of lab assistants to express their grievances and to seek a solution concerning disagreements and harassment in the work place. San Juan College observes a zero-tolerance policy regarding harassment in the work place. Lab assistants who feel that their rights have been violated are encouraged to speak to a shift leader or the Director of User Services to begin the grievance process.

Time Reporting

Pay periods run from the 1st through the 15th and from the 16th through the end of the month.

It is **the lab assistant's** responsibility to enter hours worked in WebAdvisor **no later** than 5:00 p.m. on the next business day after the end of the pay period. For example, the pay period ending on the 15th, time entry would be due by 5:00pm the 16th, however, if the 15th falls on a Friday the time entry would be due by 5:00p.m. Monday the 18th.

Confirmation emails are sent to each lab assistant's "SJC Student Email" confirming approval of time entry. Time entry discrepancies are reported in these emails and it is the lab assistant's responsibility to monitor these emails and to reply back concerning any discrepancies.

If a lab assistant fails to meet the time entry deadline a paper timesheet must be submitted to their supervisor as soon as possible. Every effort will be made to insure the lab assistant receives a paycheck on the scheduled pay day. However, if this is not possible, the lab assistant's time will be included on the next pay check.

Paychecks/stubs will be available for pick-up at the OTS Help Desk (rm 7204) between the hours of 8:45am and 1:45pm on pay day. All checks not picked up by 1:45pm will be mailed to the addresses printed on the checks.

Pay day

Lab assistants are paid bi-monthly (the 15th and the last day of the month). If pay day falls on a weekend, checks will be available the Friday before pay day. Occasionally, due to holidays, pay periods and pay days may vary. Notification of all pay days will be sent to lab assistants' via their SJC Student Email.

If lab assistants wish, they may setup direct deposit through the Business Office.

Schedule Requests

The Schedule Request is the backbone of the lab scheduling process and the only way to know when lab assistants are available. "Schedule Request" forms must be submitted at the beginning of **each** semester.

It is vital that each lab assistant accurately fill out this form. Please be sure to leave as much available time as possible, this insures you will receive the maximum allotted hours. All unavailable time should be marked with class information or other obligations. If you are unsure of how to fill out the form, please ask a shift leader for assistance.

Examples:

CORRECT

TIME	SUN	MON	TUE	WED	THUR	FRI	SAT
8:00-9:00		ENGL 111-002	MATH 115-002	ENGL 111-002	MATH 115-002		
9:00-10:00		8:30-9:45 in 1801	8:00-9:50 in 1812	8:30-9:45 in 1801	8:00-9:50 in 1812		Family
10:00-11:00		GEOL 110-001		GEOL 110-001		GEOL 110-001	Family
11:00-12:00		10:00- 11:15 in 1805		10:00- 11:15 in 1805		10:00- 11:50 in 1805	Family
12:00-1:00							Family
1:00-2:00	Personal		MUSI 172- 001		MUSI 172- 001		
2:00-3:00	Personal		1:00-2:20 in 9204		1:00-2:20 in 9204		
3:00-4:00	Personal						
4:00-5:00	Personal						
5:00-6:00							

6:00-7:00			Church Meeting	
7:00-8:00			Church Meeting	
8:00-9:00			Church Meeting	
9:00-10:00			Personal	

Examples:

INCORRECT

TIME	SUN	MON	TUE	WED	THUR	FRI	SAT
8:00-9:00							
9:00-10:00							
10:00-11:00							
11:00-12:00							
12:00-1:00		SPAN 12:30 PM	SPAN 12:30 PM	SPAN 12:30 PM	SPAN 12:30 PM	LUNCH	
1:00-2:00							
2:00-3:00		02:45PM	02:45PM	02:45PM	02:45PM		
3:00-4:00							
4:00-5:00							
5:00-6:00							
6:00-7:00							
7:00-8:00							
8:00-9:00							
9:00-10:00							

Lab assistant's class schedules may change during the "add period" (first week of semester). If a lab assistant's schedule changes, a new schedule request must be submitted. Schedule request changes will only be accepted during the first week of the semester.

Schedule Requests (continued)

Lab schedules will be finalized by the end of the second week and new individual schedules will be emailed. Lab assistants will be expected to follow their new schedule once they have been emailed.

OTS is aware of the unexpected happening and changes occur in your schedule. Please notify your supervisor as soon as possible to see if changes can be made to meet the needs of the situation.